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9	Policy (	Guide (PG)					
₹ <b>1</b>	Issuance Date: (	08/19/13	Obsolete Date:	n/a			
HVW ZE	Response Due: r	1/a					
SOWRE	Log No.: 13-099						
Michigan Department of	Contact: Lisa Kin	kema, MiSACWIS@r	nichigan.gov				
Human Services	Originating Office	: MiSACWIS Project	Office				
	Subject/Title: Fo	oster Care Payments	in MiSACWIS				
LCSA	Distribution:	DHS Child Welfare S	itaff	⊠ BCAL			
		Private Agency Child	d Welfare Staff	🔀 сwті			
Children's Services		CSA Central Office N	//anagers/Staff				
Administration		Native American Tri	bes				
		Data Management					
Communication		DHS County Directo	rs				
Issuance		Adult Services Staff					
		Other: BSC Directo	ors				

The Michigan Statewide Automated Child Welfare Information System (MiSACWIS) will be the single, statewide system for child welfare in Michigan; both DHS and contracted private agency staff will use MiSACWIS to document case activities. Contracted child-caring institution (CCI) staff will also use MiSACWIS to validate payments. MiSACWIS will eliminate the need for the DHS-4765 Children's Foster Care Invoice (commonly known as "bubble sheets") when authorizing foster care payments. Moreover, this system of validation will apply to all funding sources, including child care fund (CCF) payments.

In MiSACWIS, the primary foster care worker (DHS or private agency) is responsible for updating a foster child's placement. A new placement will generate a service authorization and the worker's supervisor will approve the authorization. DHS purchase of service (POS) monitors will then review and approve all private provider service authorizations; the DHS supervisor has final approval on all payment requests except for authorizations that require approval by Federal Compliance Division staff per DHS policy.

There are many time and cost savings associated with the automated payment process changes in MiSACWIS. MiSACWIS will allow for more accurate payment processing and communication between DHS and private agency staff. It will be more accessible to all assigned workers, since all parties involved in the case have access to view and update the child's placement and service authorizations as appropriate. MiSACWIS project staff has created the attached PowerPoint presentation titled, *Introduction to Payments*, which includes an overview and screen shots of the new MiSACWIS payment process. (Reference *Attachment A*).

### **MISACWIS Payment Request Validation Processes**

There will be two ways to validate a payment request following statewide implementation of MiSACWIS. The following information is provided to summarize those two processes, along with notations about specific payment types that will not require a validation process.

### Interactive Voice Response (IVR) system

The following types of providers will validate their payment requests by calling either of the new IVR telephone numbers 1-800-MiFoster or 855-643-6783 via a touchtone phone. (Note: these telephone numbers will not be operational until statewide implementation.)

- DHS licensed foster parents
- Unlicensed relatives who are receiving state ward payments
- Non-contracted providers
- Private agency foster homes if DHS has "borrowed a bed"
- Out-of-state providers (all provider types)

To validate the days in care through the IVR, providers will need two pieces of information when calling the IVR system:

- 1. <u>Bridges Provider ID</u>: Bridges is a DHS computer system that records public assistance and provider (licensed and unlicensed) information. Current providers should already have their Bridges Provider ID; it can also be found on current Children's Foster Care Invoices (DHS 4765). As new providers are enrolled in Bridges, they will receive correspondence that includes their Bridges Provider ID.
- 2. <u>Unique IVR provider identification number (PIN)</u>: At the time of statewide implementation, MiSACWIS will generate correspondence to all current providers informing them of their Unique IVR PIN. As new providers are enrolled in Bridges and receive their Bridges Provider ID, MiSACWIS will then generate correspondence through the central print center that includes their Unique IVR PIN.,

An IVR validation training video is currently being developed for providers and workers and will be announced in the near future through a mass provider mailing and a CSA Communication Issuance.

### MiSACWIS Application

Private agency and CCI staff will complete their verification of child placements and payment requests within the MiSACWIS application. Private agency workers will be responsible for recording child placements in MiSACWIS and submitting the payment authorization for approval to the DHS worker and supervisor. Once DHS has approved the placement and payment authorization, the agency's payment roster will be available for verification by the roster verifier in accordance with the payroll schedule. CCIs will validate all board and care payments on their assigned rosters in this same fashion. This will continue without interruptions, barring any changes to a child's eligibility, every two weeks until the payment authorization has ended.

**NOTE:** There will be a new user group in MiSACWIS for a Non-DHS Roster Verifier. The roster verifier will attend the two-day MiSACWIS statewide training (a separate communication issuance will be published with the MiSACWIS training dates). Ideally, the MiSACWIS payment roster verifier will be the same person who currently completes the bubble sheets; due to security reasons, the payment roster verifier cannot be a caseworker. The roster verifier will have read-only access to applicable case information to review for payment processing. Central Office also has DHS Roster Verifier security role for emergency validations.

Private agencies will continue to pay their foster homes outside of MiSACWIS. Private agencies and CCI staff will also have access to their agency's payment history, which allows for the tracking of all payments and the ability to troubleshoot any problems.

#### Special Payments/No Validation

The following types of payments will not require either of the two validation processes described above.

- Independent living (IL). Youth receiving IL payments, including Young Adult Voluntary Foster Care
  (YAVFC) youth, will not be required to call the IVR to receive IL payments. Private agencies will,
  however, need to validate the administrative rate portion of the payment if they are supervising the IL
  placement.
- Subsidy. Once approved by the subsidy office, adoption subsidy and guardianship payments will
  continue and the adoptive parents will not need to follow the IVR process to verify the child's
  placement except through the annual reporting process.
- Case services and manual payments, formerly known as non-scheduled payments. Once approved by the DHS supervisor or Federal Compliance Division per policy, these payment requests will be sent to MAIN and processed. (MAIN is the Michigan Administrative Information Network, a system that tracks payments for all individuals and entities receiving payments from the State.)
- Trial reunification payments. These payments will not be made in MiSACWIS; Federal Compliance
  Division staff will continue to pay the trial reunification payments manually once a child has been
  returned home under the supervision of a private agency.

## **New Payment Form**

The system generated *Foster Care Payment Authorization* (DHS 659) will replace both the *Foster Care Payment Authorization* (DHS 626) and the *Non-Scheduled Payment* (DHS 634) forms. Foster care workers will use this form for board and care, case services and manual payments. MiSACWIS users will be able to print out this form from MiSACWIS to obtain the necessary signatures for approval. Policy for signature approvals will not change with MiSACWIS.

## **Child Care Fund Payments**

CCF payments will be processed using the DHS 659 but will not be sent through MAIN. MiSACWIS creates a separate CCF payment roster for efficiency in processing CCF payments. The biggest difference in the new MiSACWIS process will be that the provider and/or foster home will have already verified the payment, and DHS staff will have approved the payment prior to the payment submission. Validation of these payments will occur for the same two-week payroll periods for other MiSACWIS payments.

Local DHS staff will submit the approved DHS-659 for each child, along with the CCF payment roster following local procedures for payment. If local procedures allow, the DHS staff may scan and PDF the documents before submitting them to the county fiscal staff. The attached PowerPoint presentation titled, *CCF Tools within MiSACWIS*, details the CCF process within MiSACWIS (Reference Attachment C).

## **Transitional Payroll Schedule**

A modified payroll schedule for the transition of payments from SWSS to MiSACWIS is currently being developed. This schedule will be released under separate cover upon completion.

## **Provider Notices and Other Communication Efforts**

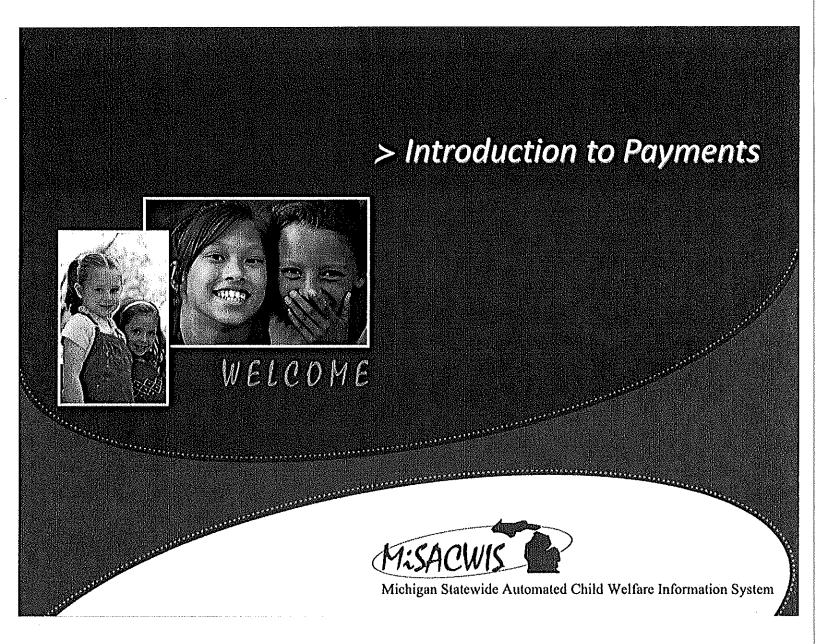
Due to the significant differences between the current payment processes and the new MiSACWIS system, the following efforts are being completed:

• DHS is sending the attached provider message in current payroll notices and it will also be mailed to all providers who have received a payment within the last year. (Reference Attachment D.)

- BCAL will be revising the foster parent certification training to include this information.
- DHS is coordinating with the State Court Administrative Office (SCAO) to share information with the county courts.
- Creation of a *Determination of Care (DOC)* video that is already posted to the MiSACWIS Website. This video explains in detail how the DOC process will work in MiSACWIS.
- Creation of the MiSACWIS web-based training (WBT) *Manage Payments* is located in Omni-Track Plus for staff to complete.
- Technical assistance with MiSACWIS liaisons to disseminate information in their offices.
- The MiSACWIS statewide training will cover the new MiSACWIS payment processing, including the roster verifier role.
- Finally, the MiSACWIS Design Frequently Asked Questions (FAQ) document has a number of questions
  and answers on the new MiSACWIS payment processes. This document is also posted to the MiSACWIS
  Website.

Local DHS staff and private providers should begin to discuss these changes with their foster parents. Payment questions will be directed to the primary foster care worker when there are issues. Once the IVR video is available, it is recommended that licensing staff share this video with their foster parents during a training session.

Payment-related questions should be directed to the MiSACWIS liaison, who will then contact the MiSACWIS Project staff at <u>MiSACWIS@Michigan.gov</u>.



# > It takes many people to make it work

- DHS & private agency caseworkers
- Fiscal staff DHS & private agencies
- Financial Administrator
- Roster verifiers (Private agencies and CCIs)
- Interactive Voice Response (IVR) system (DHS, out-of-state, "borrowed-bed" and noncontracted providers)
- Central office staff:
  - Contracts and Rate Setting
  - Federal Compliance Office (FCD)
  - Data Warehouse
  - Warrant Control
  - Reconciliation & Recoupment
  - Payroll and Accounting





# Service Authorizations

- Created and set to "pending" status upon approval of paid placements and case services
- Who can create them?
  - CPS, foster care (including URM), juvenile justice, prevention, guardianship, and subsidy workers
- Who can approve them?
  - DHS Supervisors
  - Federal Compliance Division (FCD)
- Prefills with information from:
  - · Placement/case service record
  - Provider/contract record
- Fund Sources (IVE, SWBC, Ltd Term, CCCF, DHS-93, YIT, URM)
- Borrowed bed and option to select payee
- Cost Types (Service Authorization types)
  - Contracted
  - Standardized
  - User Defined
- Budgetable income of IL youth
- Ward children of a teen parent (if applicable)





# > Service Authorization Screen

ent Name: eation Date: Service Authorization O	Octavious, Doc						
	10/20/2009	Person ID: Last Modified D		76771 10/20/2009	Organization: Service Auth I	D: 16074	
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Michigan Statewide Automated Child Welfare Information System



# Service Authorization screen Add on Summary grid



- - This is the bottom portion of the service authorization screen that includes the Add On Summary costs
  - This screen also includes the:
    - Approval button (DHS Supervisors, FCD or worker routes service authorization for review to his/her supervisor or DHS monitor, etc.)
    - The Created in Error check box stops a payment request from being generated



# > Add on Costs screen

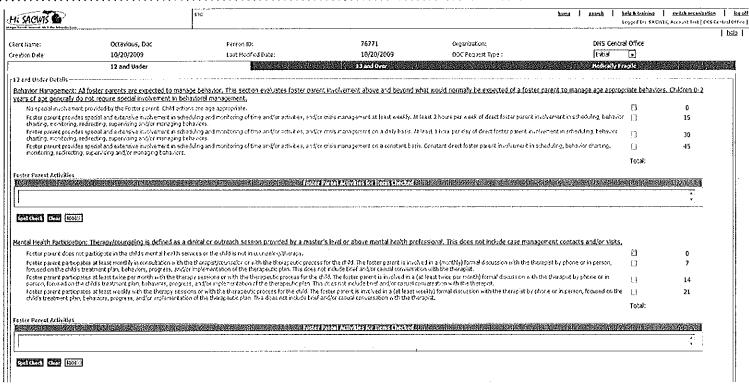
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DOC Level: Effective Date: *	-			Determination of Care		: Approval s Date:	Status	, : 
Add On Amount: *	A STATE AND ASSESSED ASSESSEDA	Calculat	e (terr					

# Cost Reasons

- Determination of Care
- SED-W calculates to \$50.00 maintenance cost
- American Indian \$2.50/day added to agency administration cost
- Select Cost Reason (Determination of Care)
- If DOC selected, the Determination of Care hyperlink appears



# Determination of Care tool



- System defaults to tab relevant to youth's age
- Can select Medically Fragile tab
- Select DOC Request type (Initial, Renewal, Escalation, De-escalation)
- Narrative is required per section/score > 0
- Calculates level and rate based on the user's input

MISACWIS A

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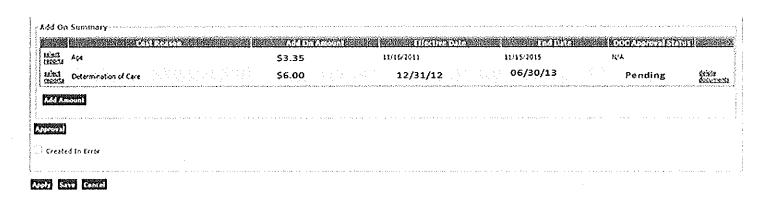
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OC Level: ffective Date: *	Level I 12/31/12		<u>Determination of Care</u>	DOC Approval Status : End Date:	Pending 04/30/13	
dd On Amount: *	\$6.00	Calculate Clear				
Cancel						

- System prefills DOC level based on score
- The worker selects Calculate and MiSACWIS prefills the daily amount (13+ Level I=\$6.00)
- Worker enters the effective/end dates (up to 6 months)
- The approval button is used to route for approval of the add on cost (separate from service authorization approval)
- DOC IV still requires approval from FCD



# > Service Authorization screen Add on Summary grid



- Age add on for 13-21 year old is effective on the youth's 13<sup>th</sup> birthday
- DOC information prefills from add on screen
- DOC Approval Status remains "pending" until approved by DHS supervisor or FCD (Level IV)
- Delete hyperlink is enabled if not yet approved
- Documents upload hyperlink enabled for supporting documentation



# Payment Rosters

# NO MORE BUBBLE SHEETS <sup>(1)</sup>

- Specific security role in MiSACWIS (Roster Verifier) for contracted-private agencies or residential fiscal staff to validate board and care payments
- Roster Verifier has "read-only" access to applicable case information to review for payment processing
- DHS foster homes, out-of-state providers, private agency foster homes when DHS has "borrowed a bed" and non-contracted agencies will use the interactive voice response (IVR) phone in validation system
- DHS central office has DHS Roster Verifier security role for emergency validations
- These processes are only required for board and care payment requests, not for case services payments
- Child-care fund (CCF) payment rosters are created separately for efficiency in processing CCF payments that do not go to MAIN



# > Validate payment request roster screen

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Apply Save Cancel

CERTIFICATION: This is to certify that I or the agency I represent have provided the above care. I understand that payment will be made from Federal and/or State funds, and that if I have made has e statements, submitted lake billings, or have left out necessary information on purpose, I may be prosecuted for freed under applicable Federal or State laws.

Michigan Statewide Automated Child Welfare Information System



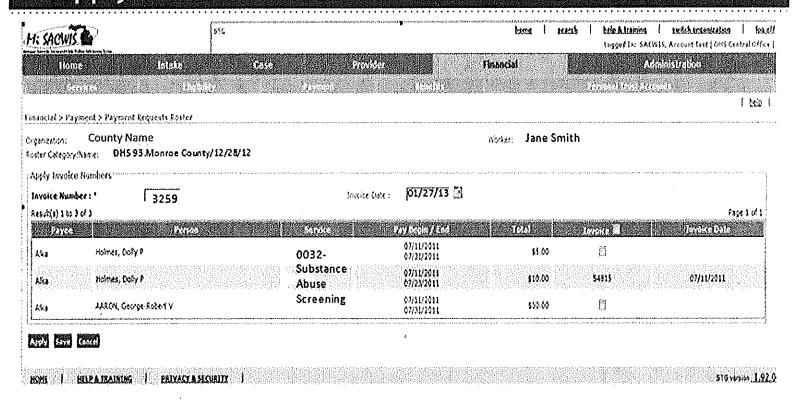
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- Update units for manual payment case services (DHS-93s mainly)
- Payment roster must be in unapproved status to update units
- Only allowable if the payment request is for a case service (non-placement)
- If number of units exceeds the approved units on the service authorization, the system will display an error message



Apply Save

# > Apply Invoice Number screen



- Adding invoice number to a payment request
- Can apply one invoice number to multiple payments if needed
- · This is not required



# > DHS-659 (replaces DHS-626/DHS-634) and for CCCF

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Contracts:							



# MiSACWIS Payment History

- Defaults to organization of the user's login
- Users may search by:
  - Payee/Payee Search hyperlink
  - Provider/Provider Search hyperlink
  - · Person/Person Search hyperlink
  - · Payment Search criteria

Service description

Service Authorization Id

Subsidy Id

Payment request dates

**Fund Source** 

Voucher number

Warrant number

Receivable Search criteria (Repayment Plans)



# > Payment History search screen

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MISACWIS O



MISACWIS is AMAZING!!!

MiSACWIS training will include additional information on payments.

Michigan Statewide Automated Child Welfare Information System



# FOSTER CARE PAYMENT AUTHORIZATION

Michigan Department of Human Services

Child Name:	
Child DOB:	
Recipient ID:	
Person ID:	
County:	
District:	
Fund Source:	
Legal Status:	

		Legal Status:			
Service Description:				Begin Date:	End Date:
Provider Name:				Bridges Provider	ID:
Provider Address:				MISACWIS Provi	ider ID
Standard Rate:		Case Service Payment			
Age Add On Amount:		Amount:			
Administrative/Residential Rate:		Administrative Rate	1		
Determination of Care Rate:		Only:			
American Indian Child Rate:		Independent Living Mai	ı		
SED Waiver Rate:		To Code:			
Ward Child:					
Other Add On Amount:					
Budgetable Income:					
Total Daily Rate:					
Total Units:		,			
Total Payment Amount:		J			
Private Agency Worker Name	Private Agency Worker Signature		Phone	:	Date:
Private Agency Supervisor Name	Private Agency Super	visor Signature	Phone:		Date:
DHS Worker Name	DHS Worker Signature	3	Phone:		Date:
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THE FOLLOWING SIGNATURES MAY BE	REQUIRED BY P	OLICY:			
District Manager Name:	District Manager Signa	ature:	Date		
Director Name:	Director Signature:		Date		
Central Office Name:	Central Office Signatu	re:	Date:		
Comments:	1		<u> </u>		

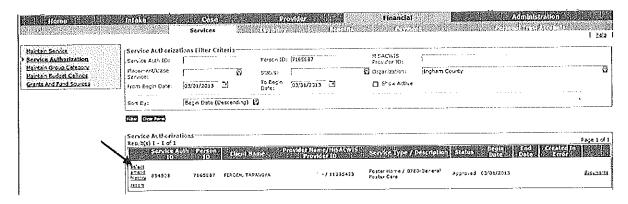
Department of Human Services (DHS) will not discriminate against any individual or group because of race, religion, age, national origin, color, height, weight, marital status, sex, sexual orientation, gender identity or expression, political beliefs or disability. If you need help with reading, writing, hearing, etc., under the Americans with Disabilities Act, you are invited to make your needs known to a DHS office in your area.

## Child Care Fund (CCF) Payments in MiSACWIS

All paid placements will generate a pending service authorization; at the time of conversion from SWSS to MiSACWIS, a payment authorization will also be created for CCF payments. Private agency staff has the responsibility to create, update, and correct placements in MiSACWIS; these actions will generate a payment authorization. Service authorizations are also created for paid case services in MiSACWIS. The CCF funding source will display in MiSACWIS on applicable service authorizations.

Private agency staff must view the service authorizations and submit the authorization to their supervisor for approval. The supervisor will then forward the authorization to DHS for approval. In MiSACWIS, a DHS supervisor or above may approve a payment authorizations.

#### The Service Authorization Screen



Once the user clicks on the Select hyperlink, the following screen will display.

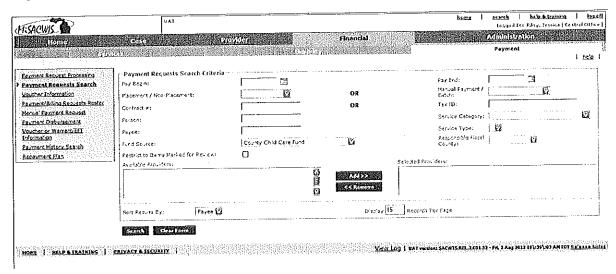
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Users may also click on the Select hyperlink to access the Add on Summary Screen. Add on cost, such as Determination of Care, may be added on this screen.

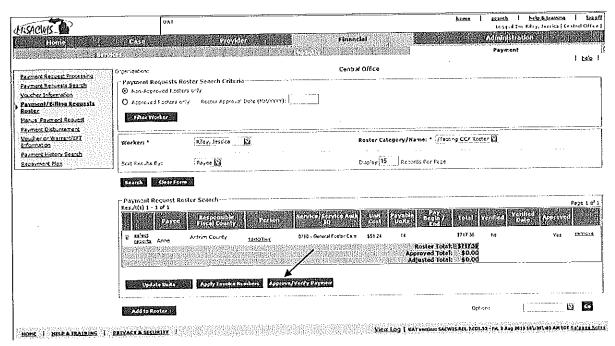
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### The Payment Request Roster

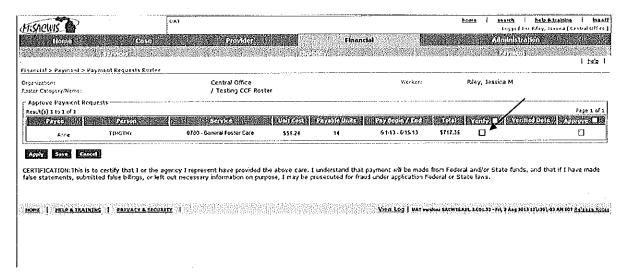
All approved paid case services and board and care payments will become payment requests in MiSACWIS. The ability to search by CCF fund source is also available within the Payment Request Search Page.



CCF rosters will display to identify CCF payment requests on the Roster Search Screen.



Roster Verifiers will approve authorizations on the Roster Validation screen, which includes a certification statement for providers.



#### **Foster Care Payment Authorization Form**

MisACWIS has a new payment form, the *Foster Care Payment Authorization* (DHS-659), which includes CCF payments. Users will be able to generate the DHS 659 for a particular child by selecting the Generate Report button under Reports.



## FOSTER CARE PAYMENT AUTHORIZATION

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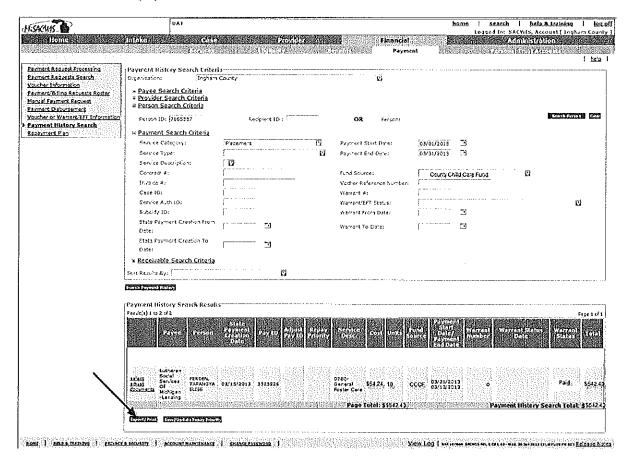
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#### **Payment History Search**

The Payment History Search screen has specific search criteria. The Payment History Grid will display any payment meeting the search criteria; it also includes the Pay Id, which is an ID specific to the payment request. This screen allows the user the ability to search for payments based on many attributes including fund source.

Users are also able to generate an Excel spreadsheet with all payment requests for the specific provider by selecting the Export/Print button. DHS may submit the Excel spreadsheet along with the individual DHS 659s to the CCF payment staff.



A user may also click on the Select hyperlink on the Payment History Screen to view additional details about the payment. For CCF payments, the County Funded Payment status dropdown may be used to track payment status. The available options in the list include: Pending, Unpaid, Denied, and Paid. This is a user-entered field, as the CCF payments are made outside of MiSACWIS.

The Comments field may also be used to support the tracking process.

On this screen, the user may also upload supporting documents by selecting the Document hyperlink on the screen. For example, the user could upload the Clothing Inventory form to support a clothing allowance for a child.

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The Department of Human Services (DHS) is implementing a new computer system for child welfare in Michigan – the Michigan Statewide Automated Child Welfare Information System (MiSACWIS). Both DHS and contracted private agency staff will use MiSACWIS to document case activities. DHS expects to implement the new computer system in October 2013.

As a provider for DHS children, you will no longer receive a DHS-4765 Children's Foster Care Invoice (commonly known as a "bubble sheet). MiSACWIS will eliminate the need for this paper process when requesting foster care payments. Moreover, this validation will occur for all funding sources, including county-funded payments.

The interactive voice response (IVR) system is part of the new MiSACWIS. You will validate your payments though the IVR via a touchtone phone if you are a:

- DHS licensed foster parents
- Non-contracted providers
- Unlicensed relatives who are receiving state ward payments
- Private agency foster homes if DHS has "borrowed a bed"
- Out-of-state providers (all provider types)

To validate the days in care, you will need two pieces of information, your Bridges Provider ID, which is included on your Children's Foster Care Invoice, and a PIN number. In October 2013, you will receive a Provider Letter with your PIN number. Payment periods will continue to cover a two-week period. You will be able to validate the days in care for each child in your care at the end of the two-week period.

DHS is working on a training video for the IVR system; additional information, including the IVR phone number, will be provided when the training is ready.

Question regarding the new payment process should be directed to your foster care worker.